



HOUSING SERVICES ADMINISTRATOR

Purpose:

To actively support and uphold the City's stated mission and values. To supervise the activities and operations of the City's Assisted Housing Programs; to provide responsible administrative support to the Deputy Development Services Manager – Revitalization and Redevelopment Division.

Supervision Received and Exercised:

Receives general supervision from the Deputy Development Services Manager – Revitalization and Redevelopment Division.

Exercises direct supervision over technical and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Direct and supervise staff performing services related to the day-to-day operation of the assisted housing programs administered by the Housing Services Division.
- Direct studies and prepare recommendations regarding program development.
- Plan and review staff work related to the department's budget.
- Review, revise and develop departmental policies and operating procedures.
- Consult with other governmental officials regarding the operation of housing and development programs.
- Negotiate resolutions of problems and contractual agreements, both internal and external to the organization.

Effective June 2001

Revised March 2004 (Title, Range, and Duty statement, and Training Guideline changes)

Revised December 2005

CITY OF TEMPE

Housing Services Administrator (continued)

- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Select, train, motivate and evaluate staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Respond to and resolve difficult and sensitive inquiries, complaints and requests for services from citizens, tenants, landlords, contractors, applicants, clients, property owners and the U.S. Department of Housing & Urban Development in an open and creative manner.
- Supervise the Homeless Coordinator and related programs.
- Determine administrative program and section changes, such as plan changes and procedural manual updates. Secure grant to hire staff and administer new programs.
- Work with the Grants Accountant on budgetary issues for the division.
- Responsible for year-end reporting and annual reports for City Council, HUD, and other agencies for the sections programs.
- Complete administrative tasks such as Section 8 year-end settlements, CAPER submittals, budget monitoring schedules, sub-recipient monitoring, TCC presentations, Agency Plan reviews, CDBG and Section 8 reporting, and Action Plan reporting.
- Communicate and provide information to the public regarding housing assistance, home improvement programs, affordable housing programs, and fair housing programs through correspondence, interviews and telephone calls.
- Direct, oversee and participate in the development of the division work plan; assign work activities, projects and programs; implement policies and procedures.
- Analyze, develop and present recommendations on complex housing issue proposals and provide technical expertise in the formulation of recommendations.
- Participate in the departmental budget process.
- Recommend and participate in the development of goals and procedures.
- Perform related duties as assigned.

Effective June 2001

Revised March 2004 (Title, Range, and Duty statement, and Training Guideline changes)

Revised December 2005

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in subsidized housing or community development (CDBG) programs, social or community service agencies, including some administrative and/or supervisory responsibility. Experience with Section 8 and/or CDBG/HOME programs is preferred.

Training:

Equivalent to a Bachelors degree from an accredited college or university with major course work in social work, human services, sociology, public administration, or a related field.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 5220

FLSA: Exempt